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## Designer User's Guide

[Send Email Block](#)

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- Administrator

This block enables Designer to send an email that an agent created in advance.

### **Related documentation:**

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## Using this block

The **Send Email** block is used in Digital type applications to send an email to a customer.

A few things to note:

- This block only *sends* an email that was created by an agent in advance. You cannot use this block to compose a message or specify recipients. (For creating and sending *new* emails to customers, see the Automated Message block.)
- You can specify an optional **From** address, if you want the email to display a different **From** address than the one used in the agent's email.

When Designer processes this block, a new application session is created to process and send the email. If the queue holding the agent's email is associated with a Designer application, the email is sent when that Designer application runs.

## Message tab settings

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## Properties - Send Email



This block is used to send an email.



**Message**

**Results**

Specify (optional) From address

-- choose variable --

-- choose variable --  
varEmailResult  
varFromAddress

This setting is optional. If you want to display a different **From** address that the one used in the agent's email, use this setting to select the variable containing the **From** address to be used.

## Results tab settings

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## Properties - Send Email



This block is used to send an email.



**Message**

**Results**

Store the outcome of the Email operation in this variable

varEmailResult

The format of the outcome variable will be an object with the contents:

- <var>.success = true | false
- <var>.error = 'Timeout' (optional property)

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Specify the variable in which to store the results of the send email operation.